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Today's issue of TD

Travel Daily today features seven pages of news including our **Luxury** feature page, a cover wrap from **Outback Spirit** and a full page from **Norwegian Cruise Line**.

Outback 2024

OUTBACK Spirit's full 2024 season is on sale now, with every departure now all-inclusive.

Travellers can combine an Arnhem Land adventure with an epic journey on The Ghan or join one of two new tours, Kangaroo Island & SA Coastal Adventure and Gems of the South West.

Savings of up to \$6,000 per couple are available on flagship tours for bookings made by 30 Sep 2023 - for details, see the [cover page](#).

Budget bites into travel

LAST night's confirmation that the Government will impose a \$10 increase on the Passenger Movement Charge (PMC) (**TD** breaking news) has left the tourism and travel sector reeling.

TTF Australia CEO Margy Osmond slammed the move, saying it would make it harder for tourism operators, who employ over one million Aussies, to recover from the pandemic.

AFTA said the increase means a total of \$1.3 billion generated for the Government, of which just \$420 million is spent on border management, the stated purpose of the tourism and travel tax.

"With the travel sector on the cusp of recovery post-COVID, and consumer & corporate appetite for travel already under pressure due to ongoing cost-of-living hikes, now is not the time for additional taxes, especially in a Budget in surplus," said AFTA CEO Dean Long.

AFTA said with airline capacity still 30% down versus 2019, "rather than charging every person leaving Australia more, it makes more sense to support the recovery of the sector so that more people, both Australians

Entire Swiss sesh

ENTIRE Travel Group is inviting travel advisors to brush up on their knowledge of Switzerland via a one-hour webinar taking place next week.

Presented in partnership with Switzerland Tourism, the session on Wed 17 May at 11am AEST will feature an array of Swiss partners including Zurich Tourism, Mount Pilatus, Interlaken Tourism & Jungfrau region, Schilthorn Cableways, Swiss Travel System and SWISS International Air Lines.

Entire's National Sales Manager, Roberta Abbondanza, said the online event will be an ideal opportunity for time-poor agents across the country to quickly get up to speed on one of the world's most desired destinations.

To register [CLICK HERE](#).

and tourists, are travelling".

The Budget measure will suck more than \$500 million out of travel budgets, Long said, at the worst possible time for the sector which is just starting to recover.

Having been faced with the 16% increase, the peak bodies including AFTA, TTF and the Airlines Association of Australia (AAA) are calling for a five-year moratorium on further PMC rises.

"However, we are pleased the government has listened to industry and used real common sense by not introducing the increase until 01 Jul, 2024 to enable the aviation sector to adequately prepare for the implementation of the increase," said TTF CEO Margy Osmond.

"As we continue to recover from the biggest event to impact the tourism industry in recent memory, the freeze will be critically important to give the industry much-needed certainty.

"The government also needs to be more transparent about how the money collected through the PMC is spent, explaining where exactly it's allocated, given the average rate of overcollection."

Other budget measures slammed by the sector include plans to increase application costs for visitor and working holidaymaker visas by over 20%.

Osmond and Long both commended the Government for maintaining Tourism Australia funding, saying "it is critical that our national destination marketing agency is adequately resourced".

GF Emirates pact

GULF Air has kicked off a new codeshare partnership with Emirates, with the GF code now in place on a range of EK flights.

The initial network, which went into effect a few days ago, includes Emirates services from Dubai to Budapest, Denpasar, Hanoi, Ho Chi Minh City, Prague and Sao Paulo.

Travel Daily on location in Uluru

Today's issue of *TD* is coming to you courtesy of **Voyages Indigenous Tourism Australia**, which is this week celebrating the launch of the new **Wintjiri Wiru** light show.

TD IS heading to Uluru Ayers Rock Resort ahead of tonight's global launch of **Wintjiri Wiru**, an immersive light and sound show that combines ancient Anangu storytelling with state-of-the-art drone and laser light technology.

After experiencing the world-first cultural storytelling show, guests will celebrate the launch at a poolside after-party at Desert Gardens Hotel.

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TravelManagers' speaker line-up

AUSTRALIAN of the Year Taryn Brumfitt will address this year's TravelManagers Conference - the company's first offshore event since the pandemic.

Aligning with the 'Future Fit' theme of this year's conference, which will take place between 31 Aug and 02 Sep, Brumfitt will provide a closing address built around her belief resilience, tenacity, and "polite persistence" trumps luck every time.

Also bookending the conference, which for the first time will be held in New Zealand, will be futurist Gihan Perera, who will offer his ideas about being future-ready in one's personal and business lives.

Paul Taylor from the Mind Body Brain Institute will also join delegates at the Te Pae Christchurch Convention Centre, for a workshop on 'Optimising Mental Fitness'.

Air NZ unveils "sleep pods"

AIR New Zealand this morning revealed more details about its so-called "Skynest" economy class sleep pods (**TD** 26 Feb 2020), which will launch on its ultra-long haul flights from Auckland to New York and Chicago from Sep 2024.

NZ Chief Customer and Sales Officer, Leanne Geraghty, said the innovation was "going to be a real game changer, adding more flexibility to the economy travel experience".

The Skynest will comprise a six-pod sleep zone offering sessions for Economy passengers to lie down when travelling long haul.

Each pod will include a full-sized pillow, sheets and blanket, ear plugs, a reading light, personal USB outlet and ventilation outlet.

Passengers will be limited to one four-hour session each, with families travelling on the same ticket able to book a session for each passenger, pending availability.

Located between the Premium Economy and Economy cabins, each Skynest pod will come with a separate seatbelt, and bedding will be changed between each session with a 30 minute transition time.

Lights will gently come on at the end of each session and crew will "politely wake any passengers who sleep through this" according to an NZ update.

Currently, the carrier is still working through the exact details of how the booking process will work, and no price has yet been determined.

"At this stage we are looking at around NZ\$400 to \$600 for the four-hour period," Geraghty said.

The Skynest will be designed and installed in Aotearoa New Zealand, with the carrier saying it's the latest example of its "83-year history of innovation and pushing the boundaries of what's possible".



Window Seat

THE glitz and glamour of the Formula 1 came to Miami, Florida last weekend, with plenty of celebrities and motor racing aficionados enjoying the high speed event.

What wasn't so enjoyable, apparently, was the price of some of the food on offer once guests passed through the gates, with social media rife with posts about some of the very costly menu items.

The snack menu at the exclusive Hard Rock Beach Club featured prominently, with the cheapest item being a US\$275 share plate of nachos.

Other options included two empanadas for US\$350 and four lobster rolls for US\$450, with one post suggesting "I thought this was a different currency at first".



MARITIME MASTERS EXPEDITION ANTARCTICA



Tune in at 7.30pm on Sunday from 14 May via the Discovery Channel on Foxtel and Foxtel Now or stream on Foxtel GO or BINGE.

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FNQ hotels in the spotlight



MORE than 20 general managers from Far North Queensland's (FNQ) leading hotels gathered at the Crystalbrook Riley Resort Cairns on Mon, to discuss the challenges faced by the sector on its road to recovery.

Coinciding with the FNQ Regional Parliament sitting, the event was also attended by Cabinet members, plus Tourism Accommodation Australia (TAA) CEO and acting CEO of the Accommodation Association (AA)

Michael Johnson and Qld Minister for Tourism, Stirling Hinchliffe.

"Like the rest of the country the Far North faces challenges with labour and skills shortages, but here the lack of affordable housing for workers is another added barrier to getting staff," Johnson said, adding that the amalgamation of TAA and AA is "now only weeks away".

Pictured: Johnson with Hinchliffe and his Department Executive, Andrew Hopper.

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Disney axes multi-day reservations

DISNEY has announced the removal of the need to make reservations for multi-day tickets at Walt Disney World in Florida.

The changes are applicable for all bookings from 09 Jan 2024, and follow significant feedback about the reservation-based system which was introduced during the COVID-19 pandemic.

The update comes ahead of the 31 May 2023 launch of 2024 bookings for theme park tickets, hotel stays and packages.

Also new is so-called "good to go days" for annual passholders and cast members, and the reintroduction of Disney's popular dining plans which can be bought with holiday packages.

Theme park early entry will continue to be offered across 2024, while the Disney Genie+ service is being enhanced to allow individual Lightning Lane selections before day of visit.

Travel Daily
on location in
Naples

Today's issue of *TD* is coming to you courtesy of Oceania Cruises, which is hosting industry partners on the inaugural voyage of its new *Vista* in the Mediterranean.

AFTER the excitement of her christening ceremony, *Vista* set sail from Malta and has arrived back in Italy for a day in Naples.

Italy's third largest city is the gateway to a host of other nearby destinations including Capri, the ruins of Pompeii, Sorrento and the Amalfi Coast.

Of course pizza is on the menu, as well as plenty of seafood, and passengers wanting to enjoy some upscale retail therapy can explore the pedestrian street of Via Calabritto.

Tomorrow our journey continues with a visit to Sardinia.

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THL maintains profit outlook

MOTORHOME rental specialist Tourism Holdings Limited (THL) has issued a trading update, telling investors that at this stage there is no change to its earlier guidance of a net profit for the 2022/23 financial year of more than \$48 million.

The company, which completed its merger with Apollo Tourism & Leisure late last year (**TD** 18 Nov 2022), said that despite broader macroeconomic challenges, “the travel and tourism industry has remained resilient and is experiencing strong growth”.

THL said forward booking activity for the 2023 high season in its Northern Hemisphere businesses showed an increase in international volumes, alongside a reduction in domestic demand.

In Australia and New Zealand it’s a similar story, with the 2023/24 high season showing growing international booking levels along with weaker domestic activity.

THL said it remains positive heading into 2024/25, with expectations that international travel volumes from most markets will return to pre-COVID levels late next year.

The recovery of inbound from China will take longer, the company added, while deteriorating economic conditions “may influence travel trends in favour of lower-cost destinations over the short to medium term”.

THL also highlighted broader tourism trends towards “regenerative, lower carbon, sustainable holidays” which, while apparent, “remain far from tipping points”.

RV rental yields remain strong, with Australian figures about double the results in the corresponding period in 2019.

Vehicle sales margins have also started softening in all markets, declining from recent peaks.

A reimagined dining experience



VOCO Melbourne recently celebrated the launch of its rooftop terrace restaurant, Blacksmith Bar & Grill, which showcases Victorian produce in contemporary Australian dishes.

The stylish restaurant features a luxurious interior with a 180-degree view of the city, and includes two private dining areas, one which has an al fresco area.

The new à la carte menu offers fire-cooked steaks, fresh seafood, local vegetables and herbs from

the restaurant’s rooftop terrace garden, as well as a range of Australian and New Zealand wines and local craft beers.

Blacksmith is offering its brunch menu and two hours of complimentary beverages for \$75pp, along with the Taittinger Champagne package at \$145pp.

Pictured: Leandra Thomas, Louisa Wells, Katy Muyt, Adam March, and Natasha Potts from ATPi - Event Travel Management at the venue’s official launch.

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Experience continues climb

THE third quarter of 2023 saw another EBITDA-profitable period for Experience Co, driven by a post-COVID high monthly trading performance in Jan.

However, Feb and Mar earnings more closely reflected domestic shoulder season volumes, with no meaningful impact from Chinese New Year, as what was formerly Australia's largest inbound market continued to languish.

Skydiving achieved 50% of pre-pandemic volumes for Q3, with 30,000 tandem passengers the highest volume post-COVID.

Despite the return of high-yield international visitors, revenue per passenger increased to \$470 at the end of the period, compared to the pre-COVID figure of \$390.

Adventure Experiences traded in line with expectations, continuing to perform solidly.

Reef Unlimited's third quarter total was up on the prior corresponding period, with Far North Queensland seeing meaningful int'l visitation for the first time post-COVID, albeit not to the levels required to offset the domestic shoulder season.

The negative outlier for Adventure Experiences was Wild Bush Luxury, which was adversely impacted by late wet season rains delaying the Bamurru Plains expansion project.

Apr demand was ahead of the prior corresponding period across Experience's portfolio, with the trend of customers booking closer to participation date continuing.

Demand remained resilient for the month despite the headwinds of consumer confidence and cost-of-living concerns.

Experience's outlook in the near term will prioritise the retention and growth of staffing levels ahead of the summer season.

The company expects the inbound tourist market to continue to recover, with aviation capacity to achieve pre-pandemic levels in the 2025 fiscal year.

Sunshine Moments

THE Sunshine Coast has launched a promotion for "sun-starved residents" of southern states and New Zealand, tempting them with free meals, bottles of wine and special mid-week rates.

Spanning broadcast video on demand, display media, social, native and print, the multi-channel campaign will focus on audiences who have flexibility to travel outside school holidays and weekends.

The campaign coincides with Bonza's completed rollout of 13 direct services from NSW, Vic and other Qld locations to Sunshine Coast Airport.

Visit Sunshine Coast CEO Matt Stoeckel said this is the biggest campaign the destination will run for the year - see the video [HERE](#).



AFTA UPDATE

from Dean Long, CEO



IF YOU needed a reminder that winter is upon us, come to Canberra. I'm writing from the nation's capital today with

snow falling all around, a perfect time to hit the slopes.

Which would be wonderful, but the true reason for the visit is the slightly less glamorous activity of reading budget papers.

Many of you will be aware of the concerns we had about a raise of the Passenger Movement Charge (PMC), and so it has proved with a proposed increase to \$70 per person, per departure.

Many of our ATAS-accredited members would be delighted by a 16% increase in margin, which is exactly what the Government has put forward with this raise.

It's extremely disappointing, because in the three 'normal' years prior to COVID the Government over-collected the PMC by an average of \$811 million per year.

Even by Wall Street standards, that's an impressive profit.

Put simply, not only were we and our clients paying our fair share, the Government was also pocketing a tidy ransom for our right to travel.

As I have said previously in this column, the PMC at \$55 was resulting in Australia receiving 5% fewer seats than if the PMC was not in place.

At a time where capacity for international travel is tracking at least 30% below pre-COVID normal, any increase without the appropriate restrictions will result in higher airfares, particularly hurting families looking to reconnect post-pandemic.

The Government will still require Senate approval for the increase, so there is much work to be done.

AFTA will be very much engaged in that process.

AFTA, TTF and AAA have established an industry-wide working group to coordinate our efforts through the parliamentary review process to get the best possible outcome for our members, clients and the sector at large.

Expedia scores two

EXPEDIA Group has posted a strong result for the first quarter of 2023, delivering 55% in revenue growth compared to 2022, along with the announcement of two new partnerships to expand its B2B offerings.

The travel platform has partnered with Mastercard to offer a complete loyalty points redemption program, allowing cardholders to redeem credit card loyalty points for travel bookings, as well as teaming up with SoFi Travel to allow SoFi members to book flights, hotels, cars, activities and more.

Canuckiwi winners

CANUCKIWI has revealed the Aussie agents who have earned a spot on the 'Sell Your Way to the USA' incentive trip, which will see them flown out to the United States with American Airlines.

The lucky winners are Fu-Jui Hsueh, Flight Centre (FC) Zetland; Lauren Dalamaras, FC Barangaroo; Glenda Carter, MTA Travel; Anthony Tuy, FC Wetherill Park; Carrie O'Shannessy, Helloworld Wangaratta; Elyse Palmer, TravelManagers Australia; Robert Caldwell, FC Brookside; Alfina Maueri, FC Baulkham Hills; and Alice Fisher, FC Broadway.

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Queensland
AUSTRALIA

FCTG LUXURY SHOWCASE TO GROW

EXCLUSIVE

THE runaway success of last month's Travel Associates' 'one of a kind' Luxury Travel Event in Sydney is likely to be replicated in other cities, with plans underway for similar activities in Melbourne and on the Gold Coast.

Flight Centre Travel Group Global MD of Luxury and Independent, Danielle Galloway, told *Travel Daily* the organisation has been blown away at the response to the event which saw about 600 consumers in attendance, about 70% of them new to the brand.

And they weren't just tyre kickers, with Galloway admitting to being overwhelmed at the amount of bookings taken.

"It wasn't just about consumers walking in the door - to be honest that was great that we got the numbers flourishing through the door, but the amount of bookings flowing from that was quite



unexpected," she said.

"We were there to inspire them through the Luxury Travel Event, but the amount of conversion on the day was ridiculous."

Galloway said the response was particularly encouraging given the turmoil in the wider economy, with travel still an outlier in terms of where consumers are continuing to spend.

The success of the event augurs well for Galloway's ongoing push

to expand Flight Centre Travel Group's share of the premium market, which included the acquisition of Scott Dunn in the UK and the potential for further bolt-on additions in the future.

Galloway is **pictured** aboard *Oceania Vista* in the Mediterranean this week with Damian Clark, Travel Associates Burleigh Head and Rachel Kingswell, Travel Associates GM for Australia.

Dorchester grill

THE Dorchester has revamped its restaurant, The Grill by Tom Booton, with a new menu launching on 18 May offering modern twists on British classics, cocktails and artisan English beer.

The restaurant will open daily for breakfast, with options such as truffled egg and soldiers.

Inspired Family Twist

INSPIRED Luxury has welcomed Family Twist as its newest client, offering a wide range of family-friendly, private activities across seven European countries.

There are 200 educational, fun and cultural experiences available, via itineraries that can be tailored to specific needs and interests.

Casa Angelina suite

PERCHED on the cliffs of the Amalfi coast, the newly reopened boutique hotel Casa Angelina has unveiled the new Suite Azure.

The luxury guestroom offers sea views and a refined design that captures the surrounding landscape with shades of blue and white, featuring an Agio chaise lounge and gloss-varnished side tables.

InterContinental Fiji reveals reno plans

THE InterContinental Fiji Golf Resort & Spa has unveiled plans to renovate the luxury resort at Natadola Bay.

"The restaurant will be refurbished and refreshed", General Manager Lachlan Walker told *Travel Daily*.

"We'll add a beachside restaurant to Kama [lounge], so we'll have four restaurants.

"And in the pool area there

will be an extension of the club to cater for the increased occupancy."

The resort has recovered well, with Australia remaining a strong market, and resurgence in the New Zealand, European, and Chinese markets.

Renovations are expected to begin in Jul or Aug of this year, and are slated for completion by the end of 2024.

Eco-luxury yachting

LATITUDE Vacations has announced a new eco-luxury catamaran available for charter in French Polynesia from Jul.

The Sunreef 50 Eco offers comfortable and sustainable yachting, with electric engines and an energy-saving air-conditioning system.

The boat features five cabins and five bathrooms for up to 10 guests, with rates starting from A\$47,959 per week.

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A relaxing retreat at RAKxa



UNIQUE Tourism Collection client, RAKxa Wellness & Medical Retreat in Bangkok, recently hosted two lucky agents on a wellness-focused famil.

The agents, who stayed in a RAKxa Pool Villa, enjoyed aqua aerobics and hydrotherapy, and were able to unwind with massages and reiki - a Japanese form of energy healing.

Pictured: Barclay Cox, Allure Travel; Kanittha Kaensarn (Khun Koy), RAKxa; Lindy Andrews, Remedy Travel; Caroline Potts, Unique Tourism Collection.

AI back to AMS

AIR India is set to resume services between Delhi and Amsterdam, returning to the Netherlands for the first time in more than 25 years.

AI ceased operating Amsterdam services in Oct 1997, and effective from 11 Jun this year will reinstate the service four times weekly using a Boeing 787-8.

The former service saw AI operate 747-300s on the route flying Mumbai-Delhi-Frankfurt-Amsterdam.



CRUISE WEEKLY

On Board: *Oceania Vista*

Aquamar Spa + Vitality Center: Spa Terrace

Vista's Spa Terrace adds a new indulgence to a spa experience. The open-air deck with sweeping sea views offers guests plush lounge areas, thermal lounges, plunge pools and whirlpool spas and is available for use with a spa treatment, or with a day or multi-day pass. Access is also included for guests in Concierge level staterooms and above.

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The **Crowne Plaza Fiji Nadi Bay Resort & Spa** is set to open late this year, as the IHG flagship property undertakes a refresh of the existing 324 rooms with the brand-new two-bedroom family rooms and ocean facing suite. The multi-million dollar refurbishments will also see a new day spa that will feature six double treatment rooms for meetings and events, as well as a new 600-seat convention centre that will complement the existing conference area.



The **Spa at Mandarin Oriental Hyde Park, London** has been recognised as the first hotel in the world outside Clinique's Swiss location to offer Holistic Health programs. The award-winning BodySpace is a club that provides spa treatments, personal training, and healthy cuisine at The Rosebery. The club also boasts an 17m indoor swimming pool and a Movemetum Studio for movement enhancement and various recovery techniques.



Designed in collaboration with ROHE Creative, Bunkhouse Group's largest and first property in Kentucky has officially opened its doors. **Hotel Genevieve** features 122 rooms over six floors, complemented by a lobby art gallery that pays homage to Louisville and a retail shop, as well as culinary experiences such as an all-day restaurant on the ground floor, rooftop bar and lounge overlooking the city, with a mini market set to open in May.

New Himalaya trek

TRAVEL writer Nina Karnikowski has launched a new mindful Himalaya trek with World Expeditions.

Karnikowski will lead trekkers on a 15-day adventure in Oct exploring the Everest region of Nepal.

She will offer insights about reflective writing, mindful photography, and deeper connection to place, and lead structured workshops and contemplative walks on the trail.

Last min McLachlan

FOUR-DAY Western Front Explorers itineraries with Mat McLachlan Battlefield Tours later this year are available for last-minute bookings.

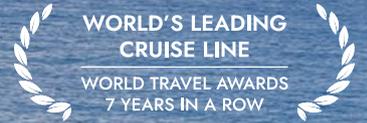
European summer and autumn bookings between Apr and Nov on the weekly round trips from Paris are all guaranteed to run, and are available from \$2,199 per person twin share.

Travellers also have the option to join the tour in Lille if catching the Eurostar from London.

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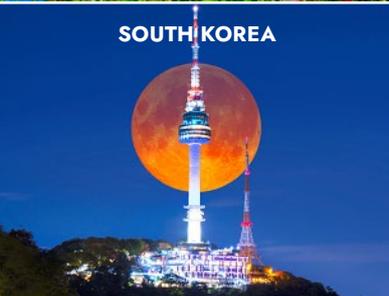
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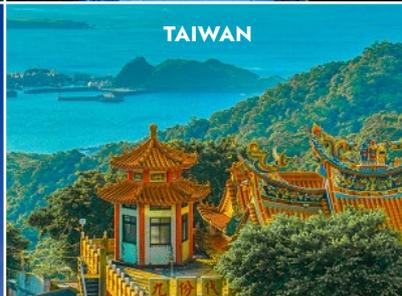
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